

## **IT Support Specialist**

Do you love technology and enjoy working with others to solve problems and find solutions? Are you motivated to improve your colleagues' lives? As a member of our team, you will collaborate with everyone in the company to manage technical solutions that help them work more effectively.

In the IT/DevOps team at Zaber, we strive to foster trust both within our team and with our internal customers. We do this by focusing on excellent customer service and by treating each other with kindness and respect. We keep each other engaged by adopting fun new technologies, sharing knowledge and expertise, and maintaining an achievable pace of work.

Zaber is an innovative and steadily growing employee-owned company that designs, manufactures, and sells precision motion control equipment. As an IT Support Specialist, you will make sure the company runs smoothly by setting up, managing, and maintaining Zaber's workstations and supporting technically savvy users including R&D, Production, and Sales team members.

We're looking for a team player who is keen to improve their skills, deepen their knowledge, and is dedicated to making their colleagues' lives easier.

### **Responsibilities**

- Proactively identify and resolve user's technical issues with a strong emphasis on customer service and building relationships with staff
- Manage the full life cycle of computers, phones, and related peripherals from procurement through provisioning, installation, tracking, administration, support, and decommissioning
- User administration
- Develop and document internal support processes
- Use Redmine (web-based project management software) to track and resolve bugs
- Assist with systems administration projects e.g. software updates on servers
- Tidy cables and organize equipment storage

### **Qualifications**

- Two years of experience supporting Windows and Linux
- Two years of experience installing and troubleshooting operating systems and applications
- Excellent verbal communication skills: you listen actively, ask effective questions, build relationships, give updates, and know who wants to understand the details and who doesn't
- The ability to self-manage and prioritize. Intrinsic motivation to learn independently.

- Customer service experience
- Broader IT experience such as TCP/IP networking, Active Directory, domain management, Samba4, Linux servers, Python, shell scripting, network run planning, VoIP phones and systems are all an asset
- Occasionally be available to work evenings and weekends for special projects. You will take part when planning off-hours work to ensure that it's convenient for you and your colleagues.

This is an opportunity to exercise your talents and creativity, both in your work and personal projects: you will have full access to our R&D and manufacturing facilities, including a high-tech machine shop, wood shop, laser cutter, 3d printers, plus many other tools, and the people who know how to use them.

Find out directly from our employees what it's like to work at Zaber by visiting our Glassdoor profile: <http://tinyurl.com/zaber-at-glassdoor>

## **How to Apply**

To be sure your application is considered, follow the instructions below exactly.

- This posting will remain open until filled. If you are viewing this posting on a website other than Zaber's, you may want to visit [www.zaber.com/careers](http://www.zaber.com/careers) to confirm that it's still open.
- Email your application to [careers@zaber.com](mailto:careers@zaber.com). As the subject of your email, use "Application for IT Support position from <your name>". You will hear back from us within two weeks.
- Attach a cover letter and resume in one file in PDF format (name it "firstname-lastname-application.pdf" in all lower case).
- In your cover letter, describe your philosophy about the role of IT in a technologically sophisticated manufacturing business. For example, if you were an employee of such an organization, what would be your expectations of the IT department? In what ways could IT support you and the organization, and how could they accomplish that?

We are interested in direct applications only. No recruiters please.